

TC-24
CONSUMER PRODUCT INCIDENT REPORT

JUL 20 1994 2558

1. NAME OF RESPONDENT
Greg Cough (Insurance Adjuster)

2. PHONE NO. (HOME) (WORK)
207-696-3957 207-877-7216

3. STREET ADDRESS
6 Main Street

4. CITY STATE ZIP CODE
Waterville ME 04901

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
Respondent is filing complaint for client, Brenda Downs, RR 2, Box 500, New Portland, Maine 04609, TEL: 207-368-2257. Oven was plugged in, but not in use when client returned home and found entire toaster oven burned and charred. There was a 6" diameter burn in counter top under the oven and burn on wall directly behind oven. Monetary damage unknown. Oven is UL listed. CPSC Source: CRH

6. DATE OF INCIDENTS
7/20/94

7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY:
0 Y/N
none

8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME
none
RELATIONSHIP
none

9. DESCRIPTION OF PRODUCT
Electric 1500 watt toaster oven

10. BRAND NAME
Black and Decker

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE
Black and Decker
unknown
Melton, CT 00000
unknown
unknown
unknown
unknown

12. MODEL, SERIAL NUMBERS
M #228E S #TR20GY2

13. DEALER'S NAME, ADDRESS & PHONE
unknown
unknown
unknown
unknown

14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: burned and charred oven

15. PRODUCT PURCHASED NEW x USED
DATE PURCHASED 12/91 AGE 2yr. 2mo.

16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown

17. HAVE YOU CONTACTED THE MANUFACTURER? YES NO x
IF NOT, DO YOU PLAN TO CONTACT MANUFACTURER? YES x NO OTHER?

18. IS THE PRODUCT STILL AVAILABLE? YES x NO
IF NOT, ITS DISPOSITION

19. MAY WE USE YOUR NAME WITH THIS REPORT?
YES x NO

FOR ADMINISTRATION USE

20. DATE RECEIVED
7/13/94

21. RECEIVED BY (NAME & OFFICE)
ldb/HL

22. DOCUMENT NO.
H9470097A

23. FOLLOW-UP ACTION
940816CCC1683

24. PRODUCT CODE(S)

25. DISTRIBUTION

26. ENDORSER'S NAME & TITLE
Coughlin 7/18/94

photos

9/15

8011111111

13
8.7 OCT 1997

1. CASE NO. 940816CCC1683 H 9470097		2. INVESTIGATOR'S ID 8 0 5 5		3. OFFICE CODE 8 0 2		EPIDEMIOLOGIC INVESTIGATION REPORT
4. DATE OF ACCIDENT YR MO DAY 9 4 0 2 2 0		5. DATE INVESTIGATION INITIATED YR MO DAY 9 4 0 9 0 6				
6. SYNOPSIS OF ACCIDENT OR COMPLAINT A housefire which caused \$2,500 damage to a kitchen counter, panelling and wallpaper has been attributed to a two year old toaster oven. No injuries resulted from this accident.						
7. LOCATION (Home, school, etc.) Home-Kitchen						
8. CITY Newport		9. STATE M E				
10A. FIRST PRODUCT Toaster oven		11A. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS Model TR20TY2 Black & Decker Shelton, CT 06484				
10B. SECOND PRODUCT COUNTER		11B. TRADE/BRAND NAME, MODEL NUMBER, MANUFACTURER & ADDRESS UNK				
12. AGE OF VICTIM 9 9 9		13. SEX (Use numerical code) MALE -1 FEMALE -2 UNKNOWN -3 9		14. DISPOSITION No injury		15. INJURY DIAGNOSIS No injury
16. BODY PART No injury		17. RESPONDENT(S) (Mother, Friend) Homeowner*		18. TYPE INVESTIGATION ON SITE 1 TELEPHONE 2 OTHER 3		19. TIME SPENT 0 6 0
20. ATTACHMENTS Multi		21. CASE SOURCE Consumer Complaint		22. REVIEWED BY 8 3 4 2 YR MO DAY 9 4 1 0 0 5		
23. PERMISSION TO DISCLOSE NAMES (NON-NEISS CASES ONLY) CPSC MAY DISCLOSE MY NAME CPSC MAY NOT DISCLOSE MY NAME X						
24. NARRATIVE (See instructions on Other Side)				25. REGIONAL OFFICE DIRECTOR REVIEW DATE 10-3-97		
*The information contained in this report was provided by the homeowner and the insurance adjuster.						
(USE OTHER SIDE AND ADDITIONAL SHEETS IF NECESSARY)						

PRE-ACCIDENT:

The homeowner explained that she received this toaster oven as a gift in December 1991. That it was new and in its original carton when she received it, and that this toaster oven had never been damaged or repaired, prior to the accident date.

The homeowner reported that this toaster oven was plugged directly into a receptacle on the wall above her kitchen counter and that this toaster oven had been used 3 or 4 times each week prior to the accident date but had not been used on the accident date. She added that there was no GFCI protecting the circuit used for the toaster oven, that the oven switch was in the off position, and that a paper valentine decoration was on top of the toaster oven, at the time of this accident. This valentine was placed on the toaster oven early on the accident date and was going to be removed later that day, according to the complainant.

ACCIDENT:

The complainant stated that she left home to do an errand at approximately 1530 hours and that when she returned home at approximately 1700 hours, she found that her house was filled with smoke, and that it was coming from her toaster oven.

POST ACCIDENT:

The complainant stated that she unplugged the toaster oven opened the doors and windows of her house and used fans to force the smoke from her house. She did not know if the circuit breaker tripped during the accident but did not notify local officials of this accident. The insurance adjuster was contacted by telephone, since he had reported this accident to the hotline. He reported that the complainant had advised him that this toaster oven had been placed on the counter and plugged into the receptacle after it was purchased in 1991 and had been left there since that time. He added that the fire had originated at the oven and that there was damage to the kitchen counter and panelling from the accident, as well as smoke damage and that the cost of repairs was \$2,500. He also said that he didn't take a statement from the homeowner because it was such a small loss.

SAMPLES COLLECTED:

The homeowner shipped this toaster oven to this investigator and it has been forwarded to CECA as Sample S-800-1312.

STANDARDS INFORMATION:

This toaster oven is labelled as follows:

TOASTER UL LISTED 228E.

PRODUCT IDENTIFICATION:

The toaster oven which was involved in this accident is off-white colored, is 15" wide, 7 3/4" deep and 7 1/2" tall. It has a 27" long 2 conductor cord and attached molded plastic plug.

This toaster oven has a glass door which is imprinted in part, "Black & Decker toast R-Oven". Beside the glass door there are three controls for this toaster oven. The control for the oven can be turned to the following settings OFF, 200, DEFROST, 300, BAKE, 400 and 500. There is a control that must be depressed for toasting and a second toasting control that can be turned 180 degrees for toasting light, dark, or any amount between light and dark.

A door at the base of the toaster oven can be opened to remove crumbs and it is labeled in part, "DISCONNECT TOASTER BEFORE CLEANING BLACK & DECKER MODEL NO. TR20TY2 SHELTON, CT 120 VOLTS 1500 watts 50-60hz ac only household use only UL listed toaster E."

In examining this oven, it was observed that what appears to be the cover, for the bracket where the electrical cord is attached to the toaster oven, had melted during this accident (See Photographs 9 & 10). The homeowner reported that following the accident this toaster oven was placed outside and that grass chippings had blown inside it.

ATTACHMENTS:

Attached to this report as Exhibit 1 is a photocopy of C/R S-800-1312.

Attached as Exhibit 2 are (12) photographs.

PAGE 3

Photographs 1-4	Depict the toaster oven.
Photograph 5	Depicts the glass door of the toaster oven.
Photograph 6	Depicts the controls of the toaster oven.
Photograph 7	Depicts labelling on the bottom of the toaster oven.
Photograph 8	Depicts the base of the toaster oven.
Photographs 9 & 10	Close-up photographs of what appears to be the melted cover for the electrical cord securing bracket of the toaster oven.
Photographs 11 & 12	Depict the plastic plug of the electrical cord of the toaster oven.

COC/dbs

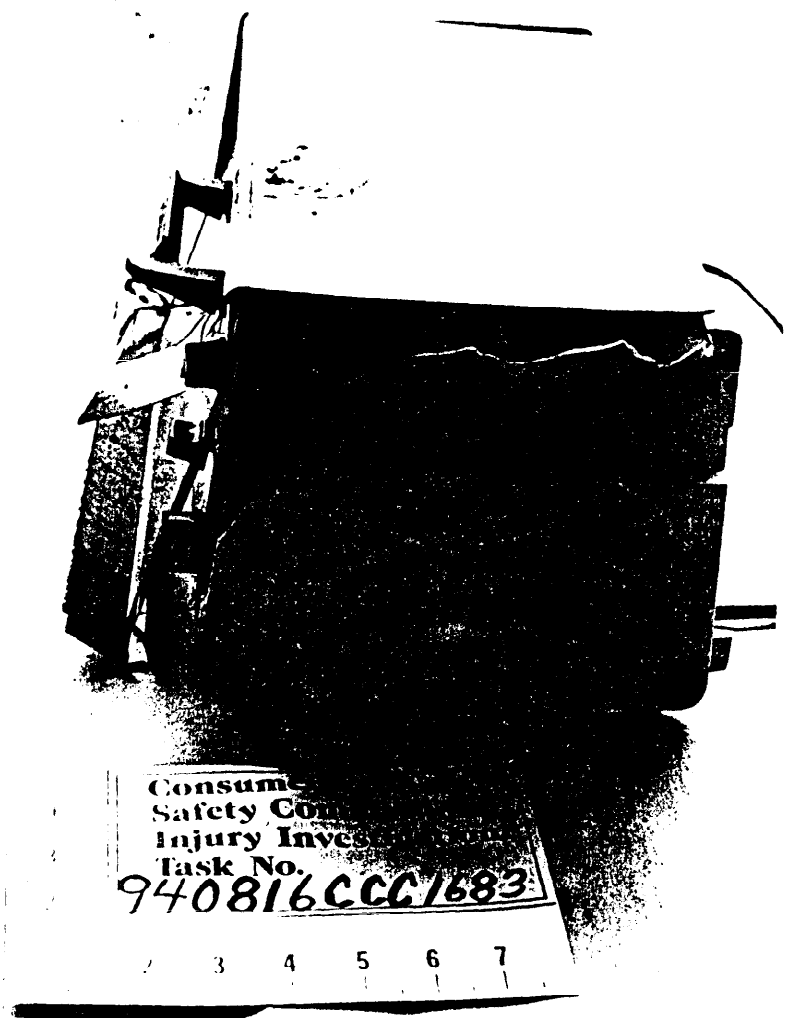
U. S. CONSUMER PRODUCT SAFETY COMMISSION

940816CCCC1683

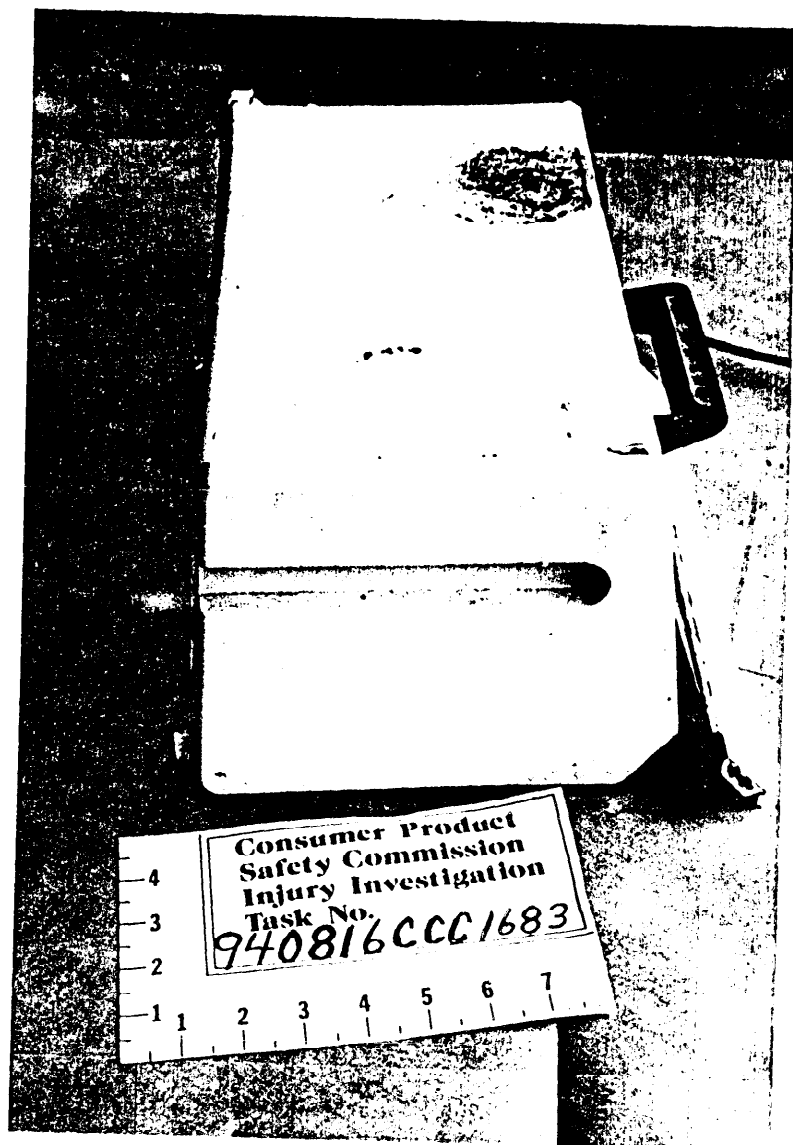
EXHIBIT 1

SAMPLE COLLECTION REPORT

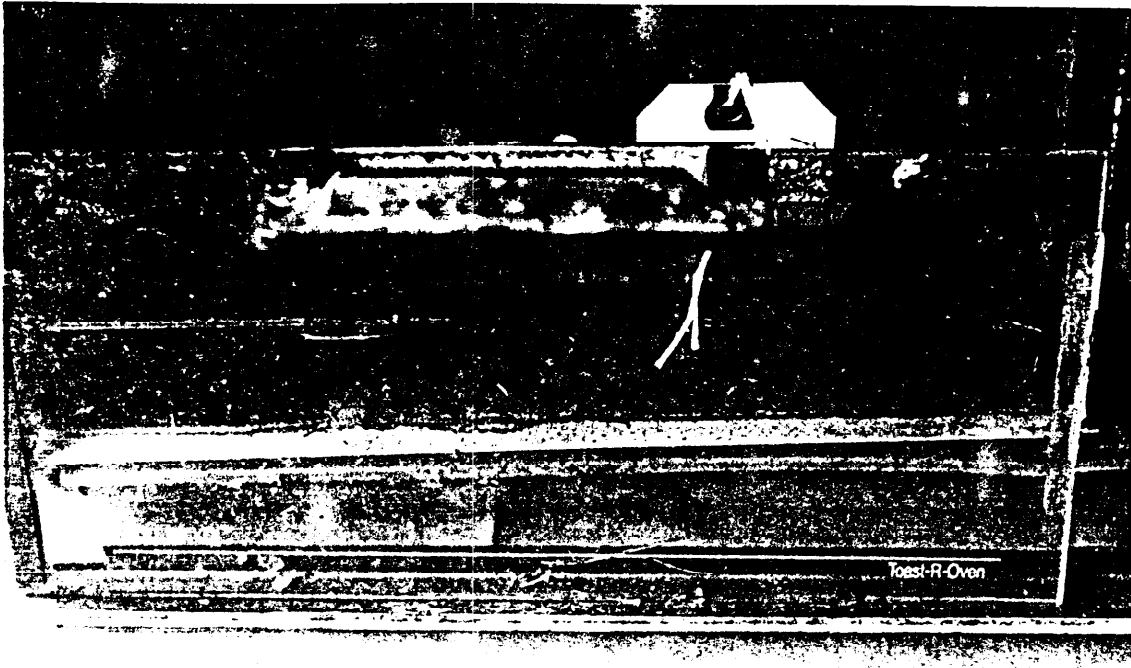
1. Flag		2. Date Collected 9/29/94		3. Sample type & number <input checked="" type="checkbox"/> Physical S-800-1312 <input type="checkbox"/> Documentary	
4a. Product name Toaster oven		4b. Model TR20TY2		4c. Code 0216	
5. Assignment ref. 940816CCCC1683		6. Complete for import samples Port of Entry : Entry # & date : Country of Origin : HSUSA code : Customs Contact :		7. MIS: 32626	
8. Hours Activity 3 Travel 0		9a. Home RO FOER		9b. Collecting RO FOER	
10. Sample Cost \$45.00 cash		11. Invoice value of lot 0		12. Size of lot 1 toaster oven	
13. Manufacturer/Importer Black & Decker Shelton, CT 06484		14. Shipper/Foreign Affx ID#		15. Dealer/Importer/Broker Consumer Brenda Downs RR2 Box 500 Newport, ME ID# 04609	
16. Supporting documents attached: Invoice # & date: _____ Date shipped: _____ Shipping record # & date: _____ Affidavit signer's name, title & date: _____					
17. Product Identification: Electric toaster oven, which is approx. 15" wide, 7 3/4" deep, & 7 1/2" tall, & has 2 conductor approx 27" long cord with molded plastic plug. The base of this toaster oven is imprinted in part, "DISCONNECT TOASTER BEFORE CLEANING BLACK & DECKER MODEL No TR20TY2 Shelton, CT 120 volts 1500watts 50-60hz AC only HOUSEHOLD USE ONLY UL LISTED TOASTER 228E"					
18. Reason for collection & analysis needed FHSA ___ CPSA <input checked="" type="checkbox"/> FFA ___ PPPA ___ RSA ___ Collected in conjunction with investigation 940816CCCC1683.					
19. Summary of Field Screening:					
20. Sample Size, Method of Collection: Sample consists of one model TR20TY2 toaster oven which was shipped to this investigator by the consumer noted above. This toaster oven was ident. as in block 21. It was then placed into a clean fiber ctn that was then off sld & prepared for shipment to the CPSC sample custodian.					
21. Identification on sample: "S-800-1312 9/29/94 CFO"		22. Identification on seal: "S-800-1312 9/29/94 Charles F. O'Connell"			
23a. Sample delivered to: Picked up at BOS RP by UPS		23b. Date: 9/29/94		24. Orig. report/records sent to FOER	
25. Laboratory/Office: ESEL <input type="checkbox"/> HSHL <input type="checkbox"/> CERM <input type="checkbox"/> CECA <input checked="" type="checkbox"/> OTHER <input type="checkbox"/>					
26. Remarks: Attn R. Rauchschalbe					
27. Related Samples: none					
28a. Collector's name & title: Charles F. O'Connell Investigator			28b. Collector's signature & date: <i>Charles F. O'Connell</i> 9/29/94		
29a. Reviewer's name & title: Gilbert Bodin Supv. Investigator			29b. Reviewer's signature & date:		
Revised 9/91 Orig <input type="checkbox"/> Lab <input type="checkbox"/> Fiscal <input type="checkbox"/> Date <input type="checkbox"/> Status <input type="checkbox"/>					



Photographs 3 & 4 Depict the toaster oven.

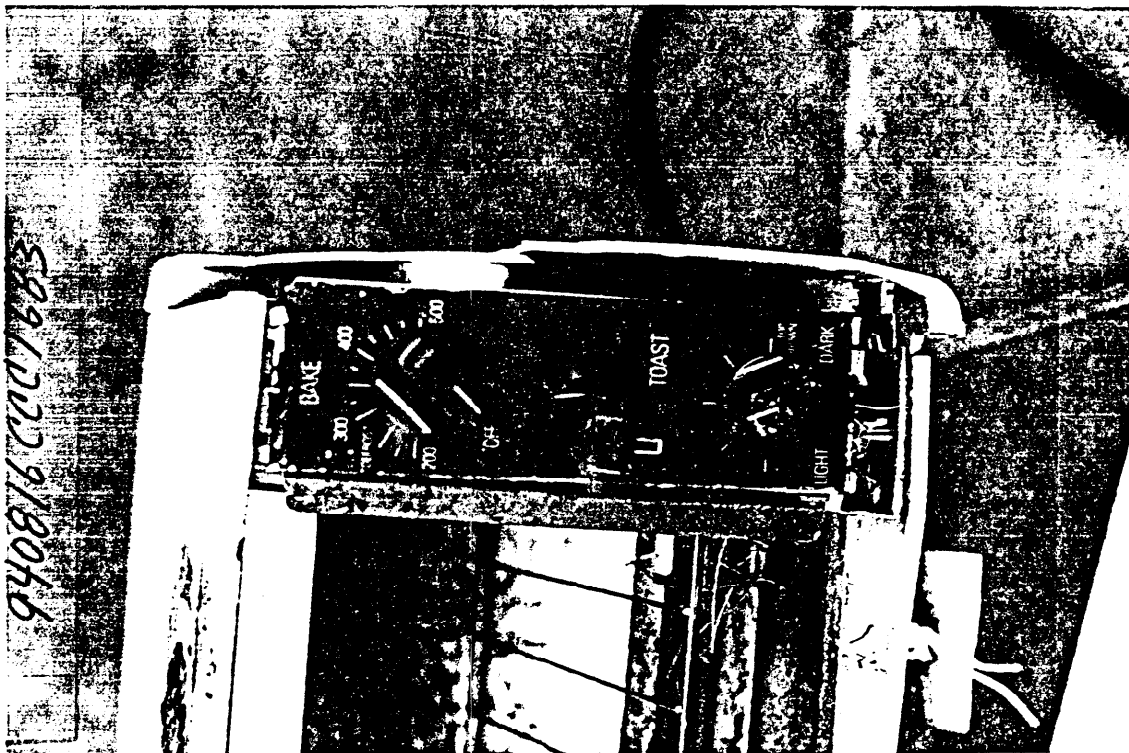


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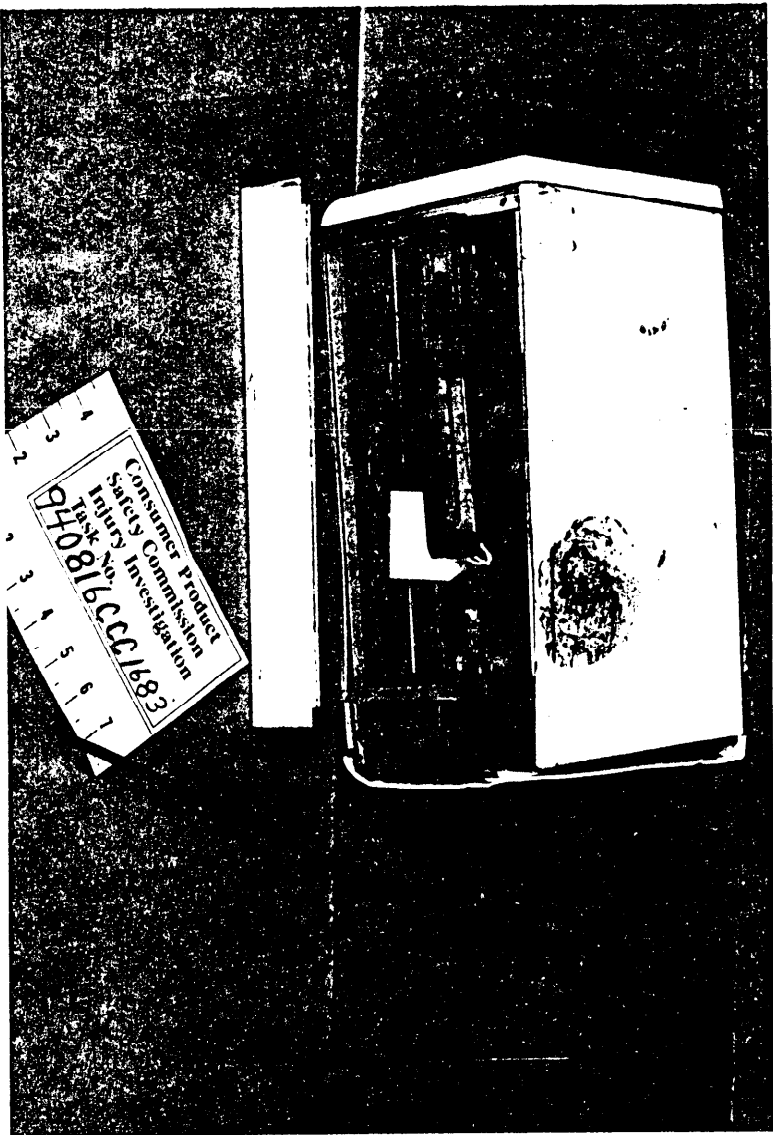
Photograph 5 Depicts the glass door of the toaster oven.



Photograph 6 Depicts the controls of the toaster oven.

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EXHIBIT 2



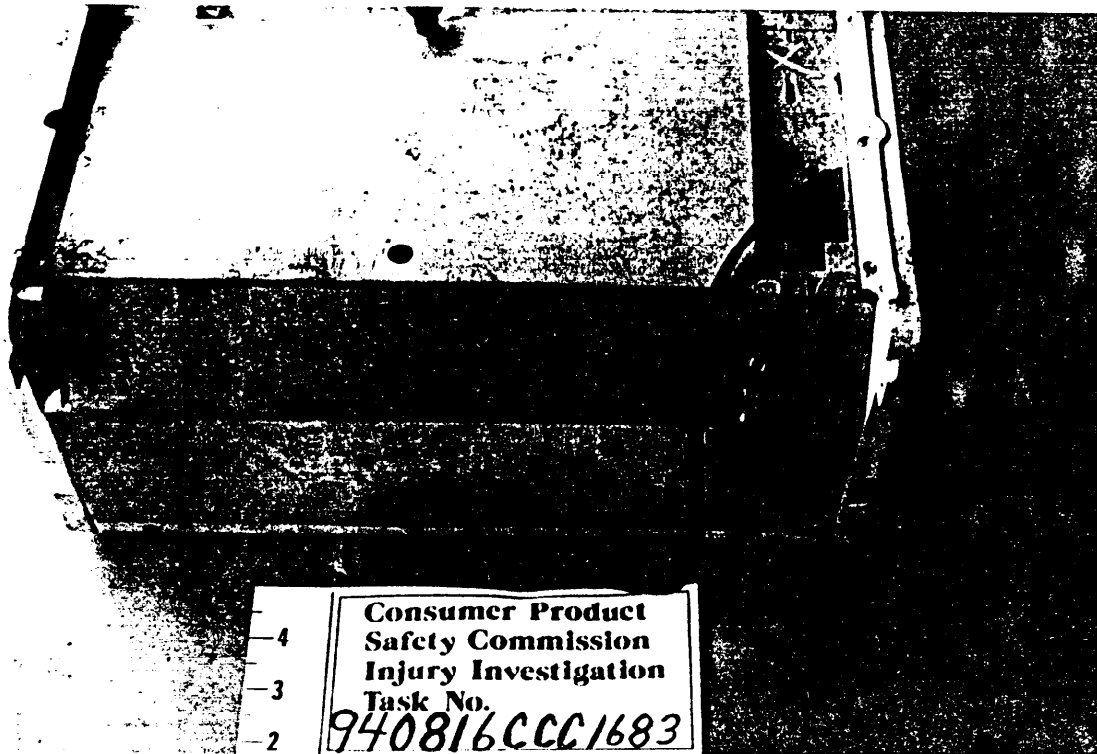
Photographs 1 & 2 Depict the toaster oven



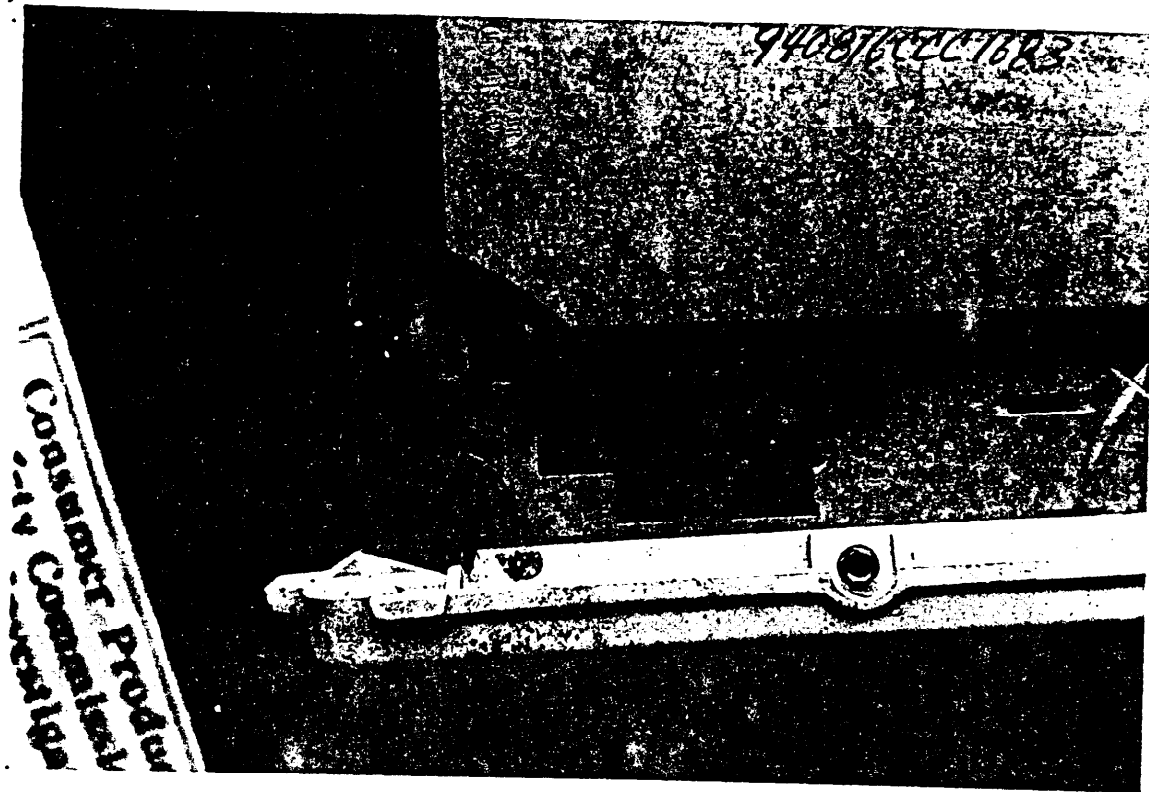
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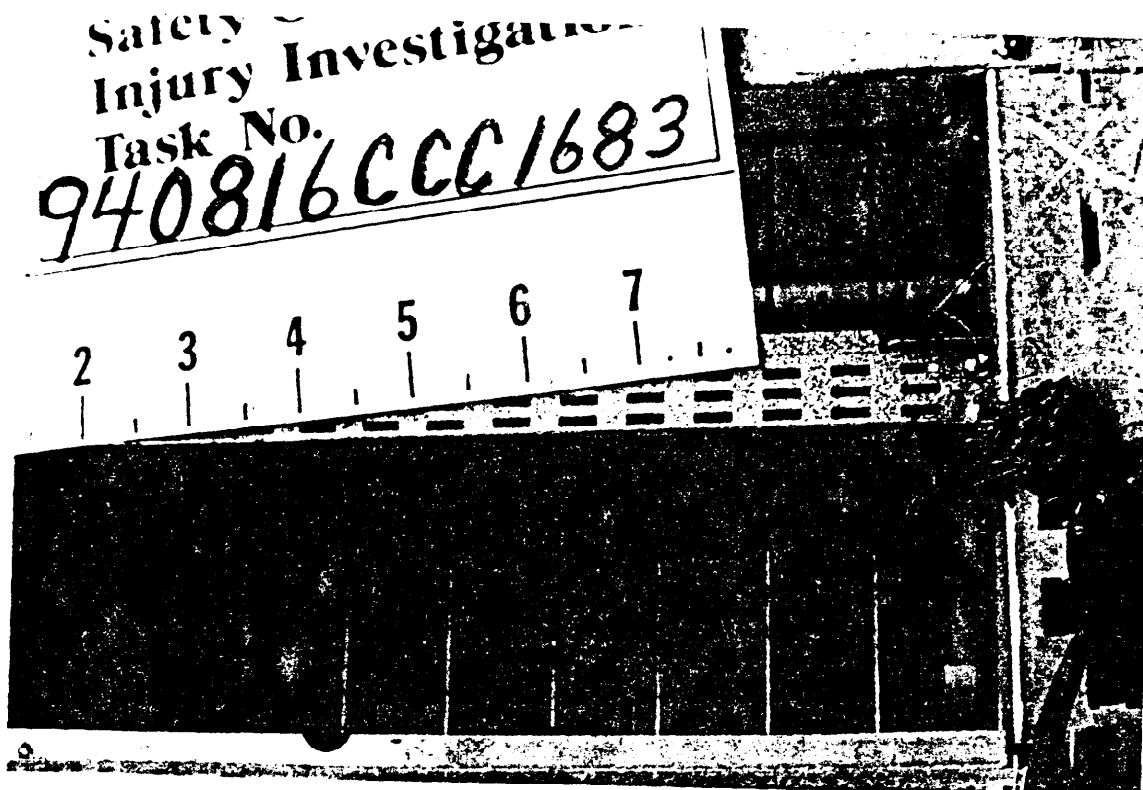
Photograph 7 Depicts the labeling on the bottom of the toaster oven.

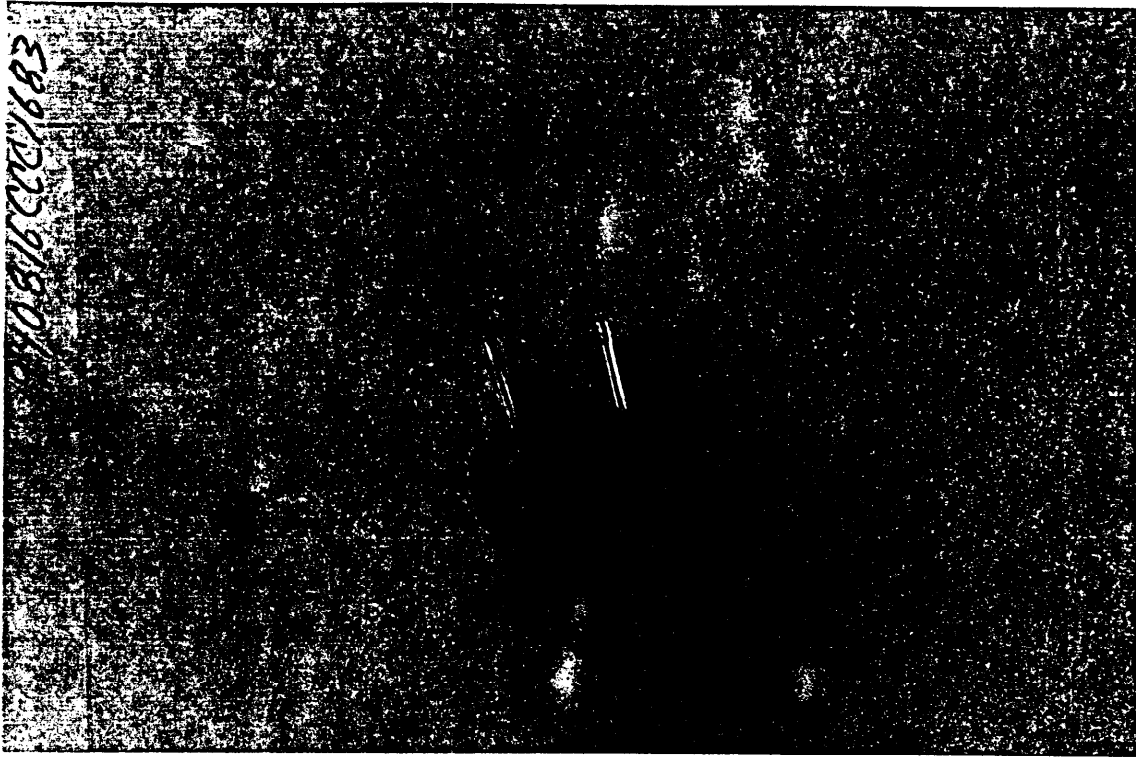


Photograph 8 Depicts the base of the toaster oven.



Photographs 9 & 10 Close-up photographs of what appears to be the melted cover for the electrical cord securing bracket of the toaster oven.





Photographs 11 & 12 Depict the plastic plug of the electrical cord of the toaster oven.



Bes RE
B5108
8/22/94

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Charles
O'Connell M/CO
10/33/14

ACCIDENT INVESTIGATION REQUEST FORM

Document Number H0470097A

Date of Incident 2/20/94 Category I.D. _____

Follow-Up Requested

Hazard Analysis

Section 15

Type Follow-Up Requested

Telephone Call

OR

On-Site

Headquarters Contact R. Rauchschaalbe

Assignment Message Obtain toaster oven for ESEL's
evaluation. Determine pattern of use, service
record, & prior problems.

Send toaster to CECA

Person(s) to Contact Greg Cough
Waterville, ME

Guideline _____

Requested By RR

Task Number

940816CCC1683

Assigned to

M/CO

Date

8/16/94